# Are the **HOAs** okay

Inside the Growing Dissatisfaction **Among HOA Board Members** 



Our 2023 State of the Industry Report, which surveyed HOA boards across the country, revealed frustration among members — and hard truths for association management companies.

Here's a look at the top complaints among board members and reasons to reconsider the "business as usual" approach.

#### **Homeowner** apathy.

When the homeowners don't care, the community as a whole suffers.



#### **Burnout.**

HOA boards are burnt out — and they perceive management staff to be, too.



#### **Underfunded** reserves.

Inaction can lead to consequences, especially as costs continue to rise.



### **Deferred** maintenance.

Concerns around aging infrastructure have been top of



#### **Outside** investors.

More short-term

rental properties can mean less engaged communities.

#### 56% of respondents were either not satisfied or

completely dissatisfied with their current management company.

## companies do better? According to HOA board members:

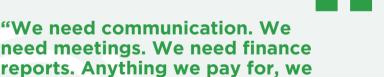
What can management

#### Attend board meetings Provide a mobile app

- Hire high-performing managers
- Improve communication and response times
- Be accurate and thorough with financials

for homeowners

and maintenance



"We need communication. We

should be allowed access." -Survey Respondent

challenges facing management companies so you can grow your portfolio and your bottom line.

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